

## PROGRAM DETAILS

### 1 Telecommunicator Training Program

The Office of Education and Data Management offers a comprehensive training course free of charge. Contents of the program are listed on the back panel. Outside training programs may be considered for approval by the Office of Education and Data Management. More information can be found at [www.ct.gov/dps](http://www.ct.gov/dps)

### 2 Telecommunicator Exam

The Office of Education and Data Management administers the Telecommunicator exam. Students must pass the exam in order to complete the next steps to achieving certification. Admission to the exam is based on successful completion of a State-Approved training program, or by qualifying years of experience or specialized training. More information can be found at [www.ct.gov/dps](http://www.ct.gov/dps)

### 3 Probationary Work Period

The employer must establish a probationary working test period, and verify in writing to the Office of Education and Data Management that the student's probation with that agency has been successfully completed.

### 4 EMD Training

Section 28-25b2 of the Connecticut General Statutes requires that all Primary Service Answering Points (PSAPs) provide EMD services no later than July 1, 2004. It is the employers' responsibility to provide this training. Proof of certification must be sent to the Office of Education and Data Management as part of the training requirements. All EMD training classes must be approved by The Office of Statewide Emergency Telecommunications (OSET).

OSET will reimburse PSAPs for the cost of EMD training for public safety telecommunicators. For information on reimbursement, contact OSET at 860.685.8080.

### 5 911 Equipment Training

After successfully completing the Telecommunicator course, the student must attend a separate, four-hour, hands-on equipment class. There is no fee for the training. A four-hour in-house 911 training program provided by the employer may be acceptable. In this case, the **certified instructor** must sign and submit verification to the Office of Education and Data Management.

This brochure is also available at  
[www.das.gov/dps](http://www.das.gov/dps)



## PROGRAM CONTENT

- Unit 1** Introduction to the Career of Public Safety Telecommunication
- Unit 2** Interpersonal Communications and Stress in the Workplace
- Unit 3** Telephone Techniques and Telecommunications for the Deaf (TDD)
- Unit 4** Modern Communication Systems
- Unit 5** Broadcast Guidelines
- Unit 6** Enhanced 911
- Unit 7** Liability Issues for the Telecommunicator
- Unit 8** Law Enforcement Operations
- Unit 9** Fire and Emergency Medical Services Operations
- Unit 10** NIMS IS-700
- Unit 11** Hazardous Materials, WMD and Terrorism Awareness for the Telecommunicator

PUBLIC SAFETY 2007  
TELECOMMUNICATOR  
TRAINING PROGRAM



State of Connecticut

Department of Public Safety

Division of Fire, Emergency and Building Services

PUBLIC SAFETY 2007  
TELECOMMUNICATOR  
TRAINING PROGRAM

Office of Education and Data Management

There are five criteria that must be met in order to become a State of Connecticut Certified Telecommunicator—

- 1 Successfully complete a state-approved Telecommunicator Training Program
- 2 Earn a passing grade on the State Telecommunicator examination
- 3 Successfully complete a probationary work period
- 4 Successfully complete an Emergency Medical Dispatch (EMD) training class approved by the Office of Statewide Emergency Telecommunications (OSET)
- 5 Successfully complete a 911 Equipment Training class

## PROGRAM DETAILS AND APPLICATION INSIDE

Phone—860.685.8372

Web—[www.ct.gov/dps](http://www.ct.gov/dps)

1111 Country Club Road, Middletown, CT 06457

911

FAX  
TRANSMISSION

## REGISTRATION INFORMATION

Employers can register students for the Telecommunicator Training course by completing the registration form and faxing it to the Office of Education and Data Management at 860.685.8611.

A confirmation letter with the class schedule and directions to the facility will be mailed to each student with a copy to the employer.

All State-sponsored Telecommunicator Training Courses are offered free of charge.

## Telecommunicator Training Registration Form

**TO:** Office of Education and Data Management

**FAX NUMBER:** 860.685.8611

**Please Note:** Registration deadline is two weeks prior to class start date.  
Register early. Class size is limited.

**2007 TRAINING SCHEDULE**

*Please check the class you would like to attend*

- |                              |   |                              |   |
|------------------------------|---|------------------------------|---|
| <input type="checkbox"/> 105 | January 22 – 30, 9 a.m. – 4:30 p.m.<br>Department of Public Safety, Middletown                                | <input type="checkbox"/> 108 | May 14 – 21, 9 a.m. – 4:30 p.m.<br>Southington Police Department        |
| <input type="checkbox"/> 106 | March 19 – 27, 9 a.m. – 4:30 p.m.<br>Rocky Hill Fire Department   | <input type="checkbox"/> 109 | June 18 – 26, 9 a.m. – 4:30 p.m.<br>Sandy Hook Fire Department, Newtown |
| <input type="checkbox"/> 107 | April 3 – May 1, 6:30 p.m. – 9:30 p.m.<br>Tuesdays, Wednesday and Thursdays<br>New Haven Regional Fire School | <input type="checkbox"/> 110 | August 13 – 21, 9 a.m. – 4:30 p.m.<br>Norwich Fire Department           |
|                              |   | <input type="checkbox"/> 111 | October 15 – 23, 9 a.m. – 4:30 p.m.<br>Guilford Fire Department         |

**STUDENT INFORMATION** *(to be completed by student)*

NAME:

ADDRESS:

CITY:

STATE:

ZIP CODE:

HOME PHONE: (    )

ID #

SIGNATURE:

*(first three letters of last name—last four digits of Social Security Number)*

**EMPLOYER INFORMATION** *(to be completed by employer)*

EMPLOYER NAME:

ADDRESS:

CITY:

STATE:

ZIP CODE:

WORK PHONE: (    )

EMAIL:

STUDENT DATE OF HIRE AS TELECOMMUNICATOR:

SUPERVISOR'S NAME:

SUPERVISOR'S SIGNATURE: